

## **MARC Riders Advisory Council Meeting**

Oct 18, 2018

4:30 pm – 6:00 pm

Teleconference

Summary minutes

- I. Call meeting to order (Joe Conny, Vice Chairman): Called to order at 4:32 PM
- II. Introductions (Joe Conny, Vice Chairman):
- III. Review of September Minutes (Christopher Field, Secretary):
  - A. Not ready. Will request email approval when complete.
- IV. Review of September performance data (Katherine Read, MARC Assistance Chief Transportation Officer):
  - A. Report attached.
  - B. Questions:
    - 1. The count day has recently been added to the passenger counts. What day should we assume for earlier reports? Passenger counts are usually done on the second Wednesday of the month and the following Saturday and Sunday.
    - 2. The comment was made that comparison of single counts are not significant. Only the long term trends can be trusted. MTA has a spread sheet that goes back to 2015. Brian Love requested a copy of the spread sheet.
- V. November 12 Penn Line schedule change (David Johnson (DJ), MARC Chief Transportation Officer and Howard Carter, Rail Operations Manager, Amtrak Commuter Services):
  - A. There will be a new Penn Line Schedule on 12 November after the track work is complete.
  - B. Report by Howard Carter on his trip with DJ to Wilmington Delaware to discuss:
    - 1. Several MTA and Amtrak people gathered in Wilmington to discuss with dispatchers for 2 to 3 hours how the Amtrak / MARC traffic will interact after track work done.
    - 2. Detailed discussion about choke points and tight scheduling. The result should be a significantly improved schedule with much better On Time Performance (OTP.)
    - 3. The discussion extended to impacts of the Track 1 (northbound) work next spring.
  - C. Most trains have been restored to pre-work departure times.
  - D. Morning stops by northbound trains 400, 402, and 410 have been added at West Baltimore to permit people to take advantage of the bus connections there to downtown and elsewhere.
  - E. The weekend schedule is not much changed. However, the Saturday and Sunday schedules will be unified into a single grid. There is a strong attempt to make a schedule easy to remember. Most northbound trains leave Union Station at 30 minutes after the hour. Most southbound trains leave Baltimore Penn on (or near) the hour.

F. There are no planned Brunswick Line changes. There will be minor Camden and Penn changes when Positive Train Control (PTC) is implemented.

G. Questions:

1. Is there an outreach plan to promote the new West Baltimore stops? No plans. MARC staff doesn't do outreach. But will reach out to the marketing department. There was a suggestion to post announcements at the West Baltimore bus station.
2. The weekend schedule is now clock based. Are there any plans to do that for the weekday service? No because it is not practical given the complexity of the rush hour service. The mid-day service is already nearly clock based.
3. Promises kept: 7:10 10 minutes earlier (16 minutes.) 410.
4. Replacing right column about metro-bus service. Will add Perryville to Newark service.

VI. MDOT MTA CharmPass (mobile ticketing) (Katherine Read, MARC Assistant Chief Transportation Officer):

- A. CharmPass rolled out 27 September. Good usage. 2903 MARC purchases for \$30,003 revenue.
- B. The CharmPass connection to Smart Benefits (one option for Federal employees to purchase transit tickets) will launch 1 December. Expect a very significant increase in the number of users then.
- C. Question:
  - a) JC Henderickson: Charm Pass does not integrate with Commuter Direct. Will Charm Pass integrate with BWI parking? Not right now because CharmPass has no auto purchase or monthly update ability. Currently Commuter Direct notifies the BWI parking vendor near the end of the month who has purchased a monthly for the following month. CharmPass is not calendar month based so there is no easy schedule (way) to transfer purchase information to the parking vendor. BWI riders who wish to use the free parking option can continue to receive their tickets through Commuter Direct.
  - b) There was a request to clarify how the CharmPass is advertised. It is advertised as 31 day, 7 day, and 5 day passes.

VII. Old Business:

- A. Brian Love: GPS RealTime Feed update. In place by end of calendar year.

VIII. New Business:

- A. Vince. Has there been a higher rate of mechanical delays in the past few weeks? Some reported mechanical delays have been caused by other issues. Train 579 on 9/24/2018 was posted as a mechanical delay but was in fact the result of striking debris on the train during the northbound trip.
- B. MARC has identified a fuel pumps reliably issue on some locomotives. Replacing the pumps with better ones.

- C. Initial reports are that the Chargers (newest locomotives) are working well and are quiet.
- D. Union Station renovation presentation next month?

IX. Meeting adjourned at 5:20 PM

Upcoming meetings (Third Thursday of each month 4:30 to 6:00)

November 15, 2018 In person

January 17, 2019 In person

Reminder: E-mail rail car or station defects to Katherine Read – [kread@mta.maryland.gov](mailto:kread@mta.maryland.gov)

Attendance:

An “X” means present in the room.

A “P” means present by phone. A “L” means late.

<b>MRAC</b>		<b>Amtrak</b>		<b>CSX</b>	
Atif Adam	P	Andreas Wilson		Joe Lisska	
Brian Love	P	Howard Carter	P	Marco Tura	
Carrie Blough	P	Mike Tierney	P	Nancy Roberts	P
Charles Enders	P	Justin Waldron	P		
Cheryl Harris		Shaquana Stephens			
Christopher Field	P	TC Williamson Jr.	P	<b>MTA</b>	
Corrine Lopez	P			Andrea Farmer	P
Dan Sutherland Weiser		<b>Bombardier</b>		David Johnson	P
J.C. Hendrickson	P	Amika Anderson		Dean Del Peschio	P
Joe Conny	P	Bill Egan	P	Josh Wolf	
J.P. Carnes-Stine	P	Christopher Bostic		Katherine Read	P
Judah Prero	P	Debbie Foster-Tomaschefsky	P	Kyle Nembhard	
June Brandt		Jeff Gaffney	P	Matt Mitchell	
Katherine Hodges	P	Josh McCormack		Paul Kryswaty	
Katina Dashiell	P	Lee Woodward		Thomasina Swilling	P
Kelly Kopeikin		Matthew Sturgeon	P	Tom Mackay	P
LaToya R. Griffin		Sean McCarty			
Steve Chan		Debbie Foster (for Amika)	P		
		<b>Guests</b>			
		John Morris			
		Neil Coolen, (Rider)			
		Vince Hogeg (Brunsk LA)	P		



# **MARC Train Service On-Time Performance September 2018**

		Month	Year to Date	Same Month 2017
<b>Brunswick Line</b>	Brunswick	95.76%	94.13%	98.40%
	Frederick	93.86%	94.04%	98.33%
	West Virginia	91.23%	92.61%	97.50%
	<i>Total Brunswick</i>	<b>93.64%</b>	<b>93.60%</b>	<b>98.08%</b>
<b>Camden Line</b>	Camden	<b>88.51%</b>	<b>90.68%</b>	<b>95.71%</b>
	<b>BTS OTP</b>	<b>90.95%</b>	<b>92.03%</b>	<b>96.82%</b>
<b>Penn Line</b>	Baltimore	79.79%	83.09%	87.03%
	Perryville	90.31%	83.70%	86.45%
	<b>Amtrak OTP</b>	<b>82.83%</b>	<b>82.40%</b>	<b>86.74%</b>
<b>MARC SYSTEM TOTAL OTP</b>		<b>86.03%</b>	<b>86.60%</b>	<b>90.64%</b>

## MARC On Time Performance Summary

September 2018

### Penn Line Weekday

**82.83% Month**

**82.40% Year to Date**

86.84% AM Southbound (Trains 401-423)

88.16% PM Northbound (Trains 426-448)

80.12% AM Northbound (Trains 400-412)

84.21% PM Southbound (Trains 537-449)

*Trains below 89% (late more than twice, red-bold lower than 79%):*

**404 (73% month, 87% YTD)**

**435 (58% month, 79% YTD)**

407 (84% month, 93% YTD)

440 (79% month, 73% YTD)

**409 (68% month, 79% YTD)**

443 (84% month, 74% YTD)

**408 (68% month, 89% YTD)**

446 (84% month, 86% YTD)

**412 (31% month, 67% YTD)**

**447 (58% month, 60% YTD)**

413 (84% month, 82% YTD)

448 (73% month, 88% YTD)

**416 (52% month, 82% YTD)**

451 (84% month, 84% YTD)

419 (84% month, 84% YTD)

**453 (63% month, 69% YTD)**

422 (79% month, 87% YTD)

**452 (63% month, 70% YTD)**

**424 (47% month, 80% YTD)**

505 (84% month, 86% YTD)

**427 (68% month, 70% YTD)**

532 (84% month, 79% YTD)

430 (79% month, 84% YTD)

544 (84% month, 72% YTD)

431 (79% month, 85% YTD)

*100% for month:* 429, 438, 536, 554

### Penn Line Weekend

**85.33% Month**

**91.58% Year to Date**

*(continued)*

## MARC On Time Performance Summary

September 2018

### Bombardier Transportation Services OTP (Brunswick and Camden Lines):

**90.95% Month**

**92.03% Year to Date**

#### Brunswick Line

**93.64% Month**

**93.60% Year to Date**

93.57% AM Eastbound

93.71% PM Westbound

*Trains below 89% (late more than twice, red-bold lower than 79%):*

881 (84% month, 94% YTD)

*100% for month:* 870, 875, 891

#### Camden Line

**88.51% Month**

**90.68% Year to Date**

93.52% AM Westbound

87.60% PM Eastbound

*Trains below 89% (late more than twice, red-bold lower than 79%):*

844 (83% month, 90% YTD)

856 (79% month, 92% YTD)

847 (83% month, 90% YTD)

857 (81% month, 79% YTD)

846 (83% month, 91% YTD)

858 (79% month, 90% YTD)

852 (84% month, 92% YTD)

**859 (77% month, 94% YTD)**

853 (84% month, 84% YTD)

860 (83% month, 95% YTD)

*100% for month:* None



	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	0	0	0.0%	0.0%	60	1	1.4%	0.3%
COMMUNICATION/SIGNALS	224	5	27.9%	18.5%	253	7	20.5%	12.3%	420	27	9.6%	9.4%
CREW	0	0	0.0%	0.0%	16	1	1.3%	1.8%	104	9	2.4%	3.1%
DEPARTMENTAL COMMUN.	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
DISPATCHER/INTERFERENCE	291	11	36.2%	40.7%	377	22	30.5%	38.6%	1692	154	38.9%	53.7%
MECHANICAL-EQUIP.	37	2	4.6%	7.4%	118	3	9.5%	5.3%	462	12	10.6%	4.2%
MECHANICAL-HUMAN ERR.	0	0	0.0%	0.0%	0	0	0.0%	0.0%	90	1	2.1%	0.3%
PASSENGER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	79	9	1.8%	3.1%
SECONDARY DELAY	26	1	3.2%	3.7%	231	9	18.7%	15.8%	1321	53	30.3%	18.5%
SECURITY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
TRACK/CATENARY	0	0	0.0%	0.0%	80	9	6.5%	15.8%	85	16	2.0%	5.6%
WEATHER	225	8	28.0%	29.6%	161	6	13.0%	10.5%	42	5	1.0%	1.7%

## MARC Train Cancellations and Terminations

September 2018

<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	<u>Synopsis of Situation</u>
9/5/2018	P	401	Mechanical-Equipment	Terminated south of BWI due to diesel locomotive failure. Rescue locomotive dispatched to tow train to Washington.
9/5/2018	P	400, 502, 404	Secondary Delay	Trains cancelled due to termination of Train 401 and resulting train delays and cancellations. Passengers accommodated on Train 410 which was first northbound train.
9/5/2018	P	413, 419	Secondary Delay	Trains cancelled due to termination of Train 401 and resulting train delays and cancellations. Passengers accommodated on Trains 415, 517, 421, and 423
9/6/2018	P	400, 415	Mechanical-Equipment and Secondary Delay	Train 400 cancelled due to electric locomotive failure. Passengers accommodated on Train 502. Train 415 cancelled due to cancellation of Train 400, passengers accommodated on Trains 413 and 517.
9/6/2018	C	855, 856	Mechanical-Equipment and Secondary Delay	Train 855 terminated at Laurel due to diesel locomotive failure. Passengers accommodated on Train 857. Train 856 cancelled due to cancellation of Train 855, passengers accommodated on Train 858.
9/14/2018	P	428, 445	Mechanical-Equipment and Secondary Delay	Train 428 cancelled due to diesel locomotive failure. Passengers accommodated on Train 430 and 532. Train 445 cancelled due to cancellation of Train 428, passengers accommodated on Train 447, which made all stops.
9/15/2018	P	497, 696	Mechanical-Human Error and Secondary Delay	Train 497 cancelled due to low fuel levels in diesel locomotive. Passengers accommodated on Train 499. Train 696 cancelled due to cancellation of Train 497, passengers accommodated on Train 698.
9/17/2018	C	855, 856	Mechanical-Equipment and Secondary Delay	Train 855 cancelled due to diesel locomotive failure. Passengers accommodated on Train 857. Train 856 cancelled due to cancellation of Train 855, passengers accommodated on Train 858.
9/17/2018	B, C	Var.	Weather	CSX-issued Tornado Warnings required suspension of all service for approximately 80 minutes. Delays of 30-80 minutes to most trains.

## MARC Train Cancellations and Terminations

September 2018

<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	<u>Synopsis of Situation</u>
9/18/2018	C	All	Weather	All morning service suspended due to severe flooding which rendered tracks impassible. Afternoon operated on the "R" schedule.
9/20/2018	P	413	Mechanical-Equipment	Train cancelled due to diesel locomotive failure. Passengers accomodated on Trains 511 and 415.
9/24/2018	P	404, 419	Mechanical-Equipment and Secondary Delay	Train 404 cancelled due to diesel locomotive failure. Passengers accomodated on Train 410. Train 419 cancelled due to cancellation of Train 404, passengers accomodated on Train 421.
9/24/2018	P	579	Accident	Struck debris while operating northbound as Train 532. Debris damaged cab car and prevented engineer from being able to set up. Train 579 delayed 80 minutes while equipment was manipulated to permit safe operation to Baltimore.
9/27/2018	All	Mult.	Communication/Signals	Trains on all three lines unable to enter or depart Union Station from 7:00am to 8:00am due to Amtrak switch and signal failure just north of the station. All but two trains held at Silver Spring, Greenbelt, or New Carrollton to give passengers ability to transfer to Metrorail.

**MARC Train Service**  
**Weekday Station Boardings Comparison Report**  
**September 2018 vs. September 2017**

<b>Penn Line</b>	<b>North 2018</b>	<b>South 2018</b>	<b>Total 2018</b>	<b>North 2017</b>	<b>South 2017</b>	<b>Total 2017</b>
Perryville	0	102	102	0	162	162
Aberdeen	0	227	227	0	163	163
Edgewood	0	313	313	4	266	270
Martin Airport	5	433	438	9	401	410
Penn	87	3,561	3,648	159	2,680	2,839
West Baltimore	10	816	826	5	716	721
Halethorpe	8	1,217	1,225	21	1,315	1,336
BWI	58	2,361	2,419	97	2,070	2,167
Odenton	161	2,440	2,601	160	2,356	2,516
Bowie	189	612	801	166	632	798
Seabrook	47	379	426	55	413	468
New Carrollton	564	437	1,001	539	415	954
Washington, Union Station	10,959	0	10,959	10,938	0	10,938
<b>Totals</b>	<b>12,088</b>	<b>12,898</b>	<b>24,986</b>	<b>12,153</b>	<b>11,589</b>	<b>23,742</b>

<b>Camden Line</b>	<b>East 2018</b>	<b>West 2018</b>	<b>Total 2018</b>	<b>East 2017</b>	<b>West 2017</b>	<b>Total 2017</b>
Camden	0	434	434	0	315	315
St. Denis	0	12	12	0	13	13
Dorsey	26	523	549	9	511	520
Jessup	0	1	1	0	0	0
Savage	20	379	399	13	360	373
Laurel Race Track	0	4	4	0	3	3
Laurel	47	593	640	49	534	583
Muirkirk	34	427	461	99	383	482
Greenbelt	40	26	66	28	18	46
College Park	153	48	201	127	24	151
Riverdale	20	54	74	21	48	69
Washington, Union Station	2,231	0	2,231	2,009	1	2,010
<b>Totals</b>	<b>2,571</b>	<b>2,501</b>	<b>5,072</b>	<b>2,355</b>	<b>2,210</b>	<b>4,565</b>

Brunswick Line	East 2018	West 2018	Total 2018	East 2017	West 2017	Total 2017
Washington, Union Station	0	2,834	2,834	0	2,970	2,970
Silver Spring	73	485	558	32	514	546
Kensington	227	19	246	175	20	195
Garrett Park	61	1	62	61	0	61
Rockville	214	295	509	226	334	560
Washington Grove	42	1	43	52	1	53
Gaithersburg	470	36	506	506	32	538
Metropolitan Grove	236	9	245	306	11	317
Germantown	802	14	816	921	14	935
Boyds	23	0	23	15	0	15
Barnesville	105	0	105	90	0	90
Dickerson	22	0	22	27	0	27
Point of Rocks	381	0	381	432	0	432
Monocacy	199	0	199	189	0	189
Frederick	103	0	103	115	0	115
Brunswick	492	0	492	513	0	513
Harpers Ferry	48	0	48	72	0	72
Duffields	101	0	101	126	0	126
Martinsburg, WV	79	0	79	108	0	108
<b>Totals</b>	<b>3,678</b>	<b>3,694</b>	<b>7,372</b>	<b>3,966</b>	<b>3,896</b>	<b>7,862</b>

**MARC Train Service  
Penn Line Station Boardings Report  
Saturday, September 29, 2018**

<b>Station</b>	<b>North</b>	<b>South</b>	<b>Total</b>	<b>Line Percent</b>	<b>System Percent</b>
Martin Airport	0	22	<b>22</b>	0%	0%
Penn	1	1623	<b>1624</b>	34%	34%
West Baltimore	14	70	<b>84</b>	2%	2%
Halethorpe	6	89	<b>95</b>	2%	2%
BWI	31	450	<b>481</b>	10%	10%
Odenton	85	198	<b>283</b>	6%	6%
Bowie	34	19	<b>53</b>	1%	1%
New Carrollton	137	34	<b>171</b>	4%	4%
Washington, Union Station	1969	0	<b>1969</b>	41%	41%
<b>Totals</b>	<b>2277</b>	<b>2505</b>	<b>4782</b>	<b>100%</b>	<b>100%</b>

**MARC Train Service  
Penn Line Station Boardings Report  
Sunday, September 30, 2018**

<b>Station</b>	<b>North</b>	<b>South</b>	<b>Total</b>	<b>Line Percent</b>	<b>System Percent</b>
Martin Airport	0	14	<b>14</b>	0%	0%
Penn	1	1,356	<b>1,357</b>	39%	39%
West Baltimore	21	55	<b>76</b>	2%	2%
Halethorpe	8	33	<b>41</b>	1%	1%
BWI	60	251	<b>311</b>	9%	9%
Odenton	45	114	<b>159</b>	5%	5%
Bowie	41	54	<b>95</b>	3%	3%
New Carrollton	68	52	<b>120</b>	3%	3%
Washington, Union Station	1,336	0	<b>1,336</b>	38%	38%
<b>Totals</b>	<b>1,580</b>	<b>1,929</b>	<b>3,509</b>	<b>100%</b>	<b>100%</b>